



Wi-Fi Connection / Troubleshooting

MODIS™, SOLUS™, and ETHOS® Families

Select MODIS, SOLUS and ETHOS family diagnostic tools have Wi-Fi connection capability, however the connection is solely dedicated to the Snap-on Web Services Network.

Connecting to the Snap-on Web Services Network allows you:

- To use Repair Information applications (e.g. Intelligent Diagnostics, SureTrack®, Tire and Wheel Service, Oil Specs and Resets, TSBs, etc)
- Note:** Repair Information applications are optional, not available on all models or in all markets, and vary by model.
- Receive important product messages.

Note: These instructions are intended for multiple models. The icons and images shown are for reference only and will vary depending on tool model.

These instructions describe how to:

- Check if Wi-Fi is on or off
- Check if Wi-Fi is connected to a network
- Turn on Wi-Fi and connect to a network
- Troubleshoot basic connection issues

Checking if Wi-Fi is On/Off

If the Wi-Fi indicator is displayed in the title bar, Wi-Fi is on. If Wi-Fi is off, see *Turning On Wi-Fi and Connecting to a Network* to turn it on and connect.



Checking if Wi-Fi is Connected

Check the Wi-Fi indicator in the title bar:

	Wi-Fi is on and connected to a network (1 to 3 bars).
	Wi-Fi is on, but not connected (zero bars). See <i>Troubleshooting</i>

Turning On Wi-Fi and Connecting to a Network

- From the Home screen, select **Tools > Settings > Configure Wi-Fi**.
- Select the **Wi-Fi** icon to turn Wi-Fi on.
- The Wi-Fi icon will change to , indicating Wi-Fi is on.
- Select your wireless network from the list (*typical list shown below*), then select **Connect**.



Notes:

- A password is required when choosing a protected network. Enter the password using the onscreen keyboard and select the ✓ icon to continue.
- Networks with a proxy, challenge page, or that require the user to accept terms of usage are not supported.
- Wi-Fi performance varies depending on your wireless network equipment and ISP.

Troubleshooting

The following troubleshooting information is not inclusive and is meant as a guide only. Other issues and solutions may arise that are not stated here. See the diagnostic tool user manual for additional information.

Router Information

Router compatibility and setup are important factors to check when trying to determine connectivity problems. Although the tools are factory tested, we cannot guaranty its connectivity with your specific equipment. There may be some situations that require your time for router connection troubleshooting and/or additional consultation and equipment. Snap-on Incorporated is not responsible for any costs incurred for any additional equipment, labor or consultation charges or any other costs that may result from correcting non-connectivity issues with this device.

Check Router Settings

Verify the following router settings **BEFORE** you begin troubleshooting a non-connectivity or “No Connection” problem. After each check, make any corrections as necessary then retest for connectivity. **Contact your IT administrator or ISP for assistance.**



1. Check your router connection and if applicable, the remote wireless access point connection.
2. Clear saved Wi-Fi networks, see *Clearing Wi-Fi Networks*.
3. Verify:
 - a. Router is configured to use Dynamic Host Configuration Protocol (DHCP), not a static IP address.
 - b. Router and/or settings for this device are configured to 2.4GHz. 5GHz is not supported.
 - c. Router is configured to B/G and/or N standard wireless networks. See your router "User Guide" for setup, connection and troubleshooting procedures.

4. Check for router firmware and update to current version, if applicable.
5. Restart or reset the router. See your router "User Guide" for procedures.
6. Connect to a different router.

Clearing Wi-Fi Networks

1. Select the Wi-Fi network that you are trying to connect to.
The Wi-Fi Summary page displays.
2. Select **FORGET**.
The Wi-Fi Configuration menu displays.
3. Repeat steps (1) and (2) for ALL saved Wi-Fi networks.
4. Once all saved Wi-Fi networks have been deleted (forgotten) turn off the diagnostic tool.
5. Turn on the diagnostic tool and connect to the desired Wi-Fi network..

Troubleshooting Chart

Problem	Possible Cause	Corrective Action
Wi-Fi is on, but not connecting. Repair Information Applications (e.g. Intelligent Diagnostics, Oil Specs and Resets) are not available	Not connecting to a network	1. Check Wi-Fi signal strength, see Wi-Fi connection drops off or disconnects intermittently (below) 2. From the Home screen, select Tools > Settings > Configure Wi-Fi and then clear saved Wi-Fi networks, see <i>Clearing Wi-Fi Networks</i> . 3. If still not connecting after clearing the saved Wi-Fi networks, see Wi-Fi troubleshooting " Connection Tests " in the diagnostic tool user manual for details.
	Access has expired	Contact your sales representative.
	Access may be temporarily unavailable	Try to access the applications at a later time as updates may be in process.
Wi-Fi connection drops off or disconnects intermittently	Wi-Fi signal strength insufficient	Check Wi-Fi signal strength - out of range or interference. Move closer (within 50 Ft. (15 M) or into a direct open sight-line of the router or if applicable, remote wireless access point. Eliminate interference from overhead lights, windows, walls, other wireless devices, metal objects and devices that emit electrostatic discharge. Zero bars indicates no Wi-Fi signal  Three bars indicates full strength Wi-Fi signal 
	Router overloaded	Disconnect/disable other Wi-Fi devices connected to the router.